Health New Zealand
Te Whatu Ora

Position Description | Te whakaturanga ō mahi
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Title	Café Assistant
Reports to	Team Leader
Location	Christchurch Health Campus
Department	Food Services
Date	1 April 2025
Job band	E tu Service & Food Workers – Group A

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations.
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well.
3. Everyone will have equal access to high quality emergency and specialist care when they need it.
4. Digital services will provide more people the care they need in their homes and communities.
5. Health and care workers will be valued and well-trained for the future health system.

Te Mauri o Rongo – The New Zealand Health Charter

The foundation for how we ensure our people are empowered, safe and supported while working to deliver a successful healthcare system, is Te Mauri o Rongo – the New Zealand Health Charter. It guides all of us as we work towards a healthcare system that is more responsive to the needs of, and accessible to all people in Aotearoa New Zealand.
It applies to everyone in our organisation and sits alongside our code of conduct as our guiding document.

Te Mauri o Rongo consists of four pou (pillars) within it, including:

Wairuatanga – working with heart, the strong sense of purpose and commitment to service that health workers bring to their mahi.

Rangatiratanga – as organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all.

Whanaungatanga – we are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe.

Te Korowai Āhuru – a cloak which seeks to provide safety and comfort to the workforce.

These values underpin how we relate to each other as we serve our whānau and communities.

Together we will do this by:

- caring for the people
- recognising, supporting and valuing our people and the work we all do
- working together to design and deliver services, and
- defining the competencies and behaviours we expect from everyone.

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Café Assistant

About the role

The primary purpose of a Cafe Assistant is to support the cafe team in providing excellent customer service and assisting with daily operations. You will follow instructions from the Supervisor to serve customers and prepare food and beverages safely and work with the team to ensure the cafe is clean, well-organised, and runs smoothly.

Key Result Area	Expected Outcomes / Performance Indicators
Customer Service	• You interact with customers in a friendly and professional manner. • You take customer orders correctly. • You answer customer questions or find someone who can help. • You make sure customer areas are clean and tidy.
Cafe Operations	• You prepare food and drinks as you are shown, according to procedure. • You keep your work area clean and tidy. • You help with washing dishes and cleaning equipment. • You help put away stock when it arrives. • You complete daily checklists to ensure all tasks are done.
Teamwork	• You work well with other people in the cafe team. • You help your teammates when they need it. • You are on time for your shifts and ready to work. • You wear the correct uniform, maintain a tidy appearance and follow personal hygiene standards. • You talk to your supervisor, team leader or manager if you have problems or questions. • You will be flexible to work across multiple work areas, to ensure our customers and patients are fed.
Keeping Things Clean and Safe (Our Food Control Plan and Health & Safety)	• You spend time learning about our food control plan. • You adhere to all food safety and hygiene regulations. • You wash and sanitise your hands often and correctly. • You follow the steps for managing allergens (things people are allergic to) to keep customers safe. • You help keep the cafe clean and tidy, including tables, floors, and counters. • You report anything that looks unsafe to the supervisor, team leader or manager. • You follow the rules for using cleaning products safely. • You help make our cafe a healthy and safe place for everyone by following safety rules and looking after your own wellbeing.
Te Tiriti o Waitangi & Equity	• You help make sure everyone is treated fairly, no matter who they are. • You show respect for all people and different cultures. • You understand that we are working to help Māori have better health outcomes, and you support this goal in your work.

Following Rules and Being Responsible	• You comply with Health New Zealand code of conduct, policies and procedures, our food control plan, hygiene and safety standards – the way we do things. • You comply with all lawful and reasonable instructions given by your manager, team leader or supervisor. • You make good choices and are honest.

Matters which must be referred to the Supervisor or Team Leader

- Any customer complaints or difficult customer situations.
- Problems with equipment that is not working.
- Running out of important stock items.
- Any accidents or injuries, no matter how small.
- Anything that looks unsafe or could cause harm.
- Questions about your roster or needing time off.
- Any problems you are having with other team members.
- If you are unwell and cannot come to work.

Relationships

External	Internal
• Customers, patients, their whānau and advocates • Union Representatives • Suppliers of goods and services	• WellFood team • Commercial Support Services staff and leadership • HNZ staff

About you – to succeed in this role

You will have

Essential:

- A friendly and positive attitude.
- Ability to follow instructions.
- Ability to work as part of a team.
- Basic communication skills.
- Reliability and punctuality.

Desired:

- Some experience working in a cafe or customer service role.
- Basic understanding of food safety rules.

You will be able to

- Listen carefully and follow instructions.
- Work quickly and efficiently when needed.
- Stand for long periods and lift some items.
- Work well with different people.
- Keep your work area clean and tidy.
- Be on time for your shifts.
- Ask questions when you are not sure about something.
- Learn new tasks quickly.
- Talk to customers in a clear and friendly way.

This position description is a guide to the main tasks and duties in your role so you have a basic idea, there will be other tasks which we do expect you to do, but for any big changes we'll talk to you first.